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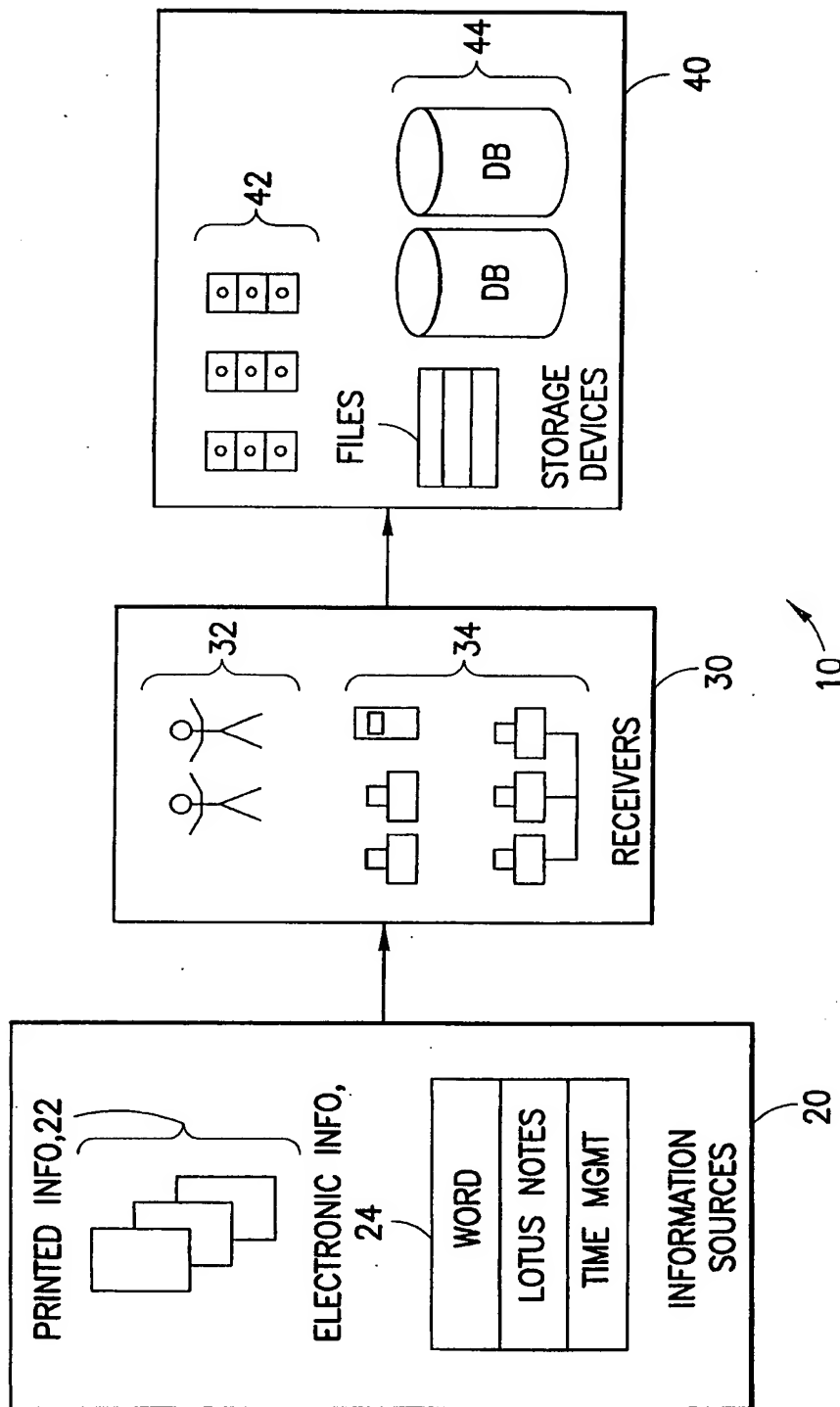


FIG. 1
PRIOR ART

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70

PEOPLE AND PROCESS MULTIPLE UNCONSOLIDATED DIVERGENT SYSTEMS

INFORMATION INPUTS

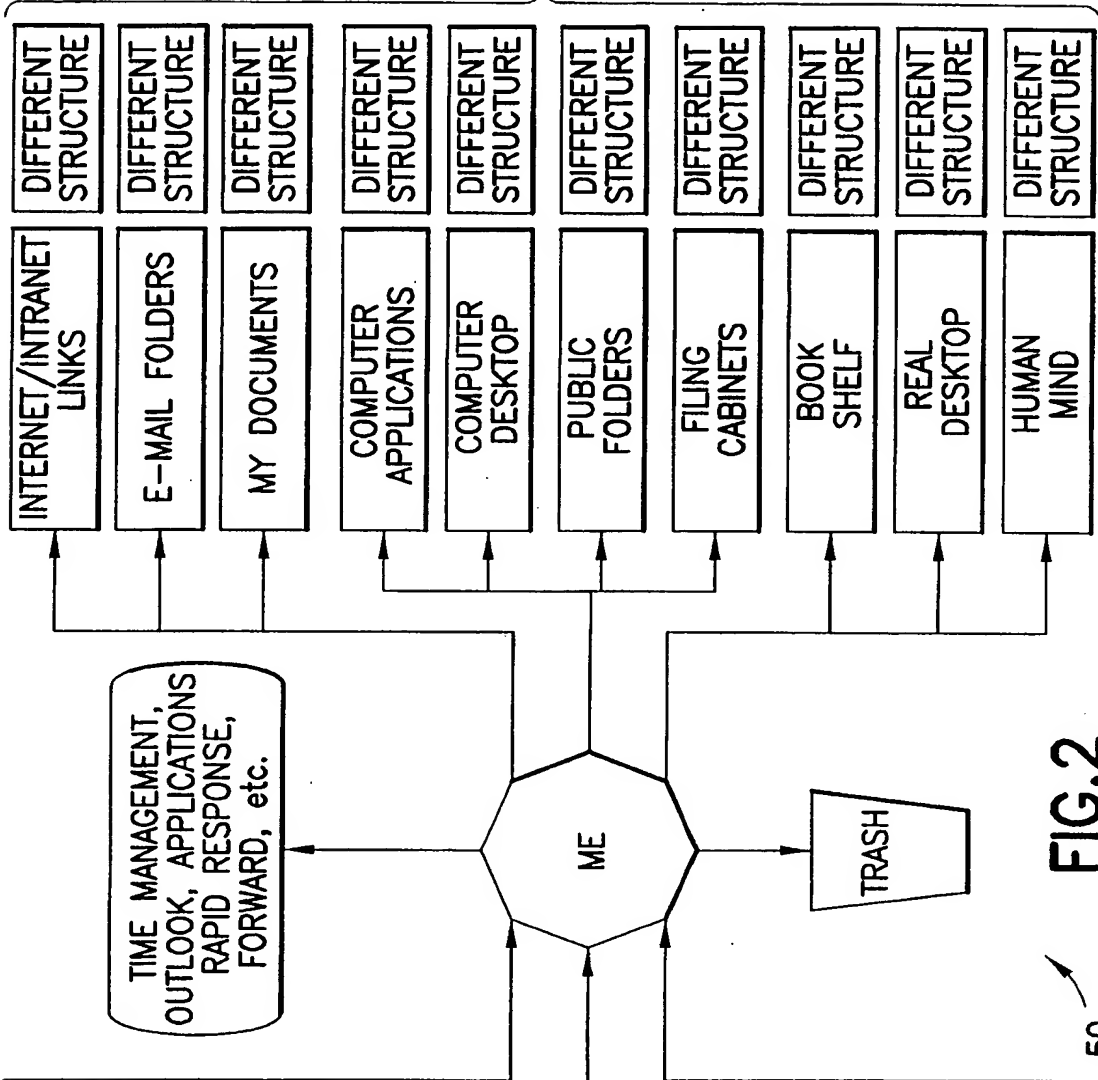
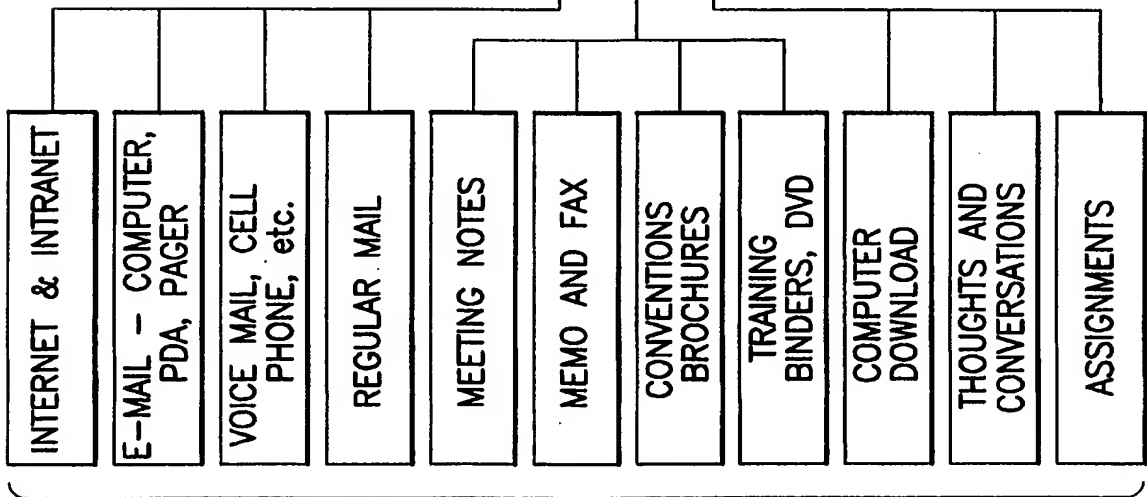


FIG.2
PRIOR ART

50

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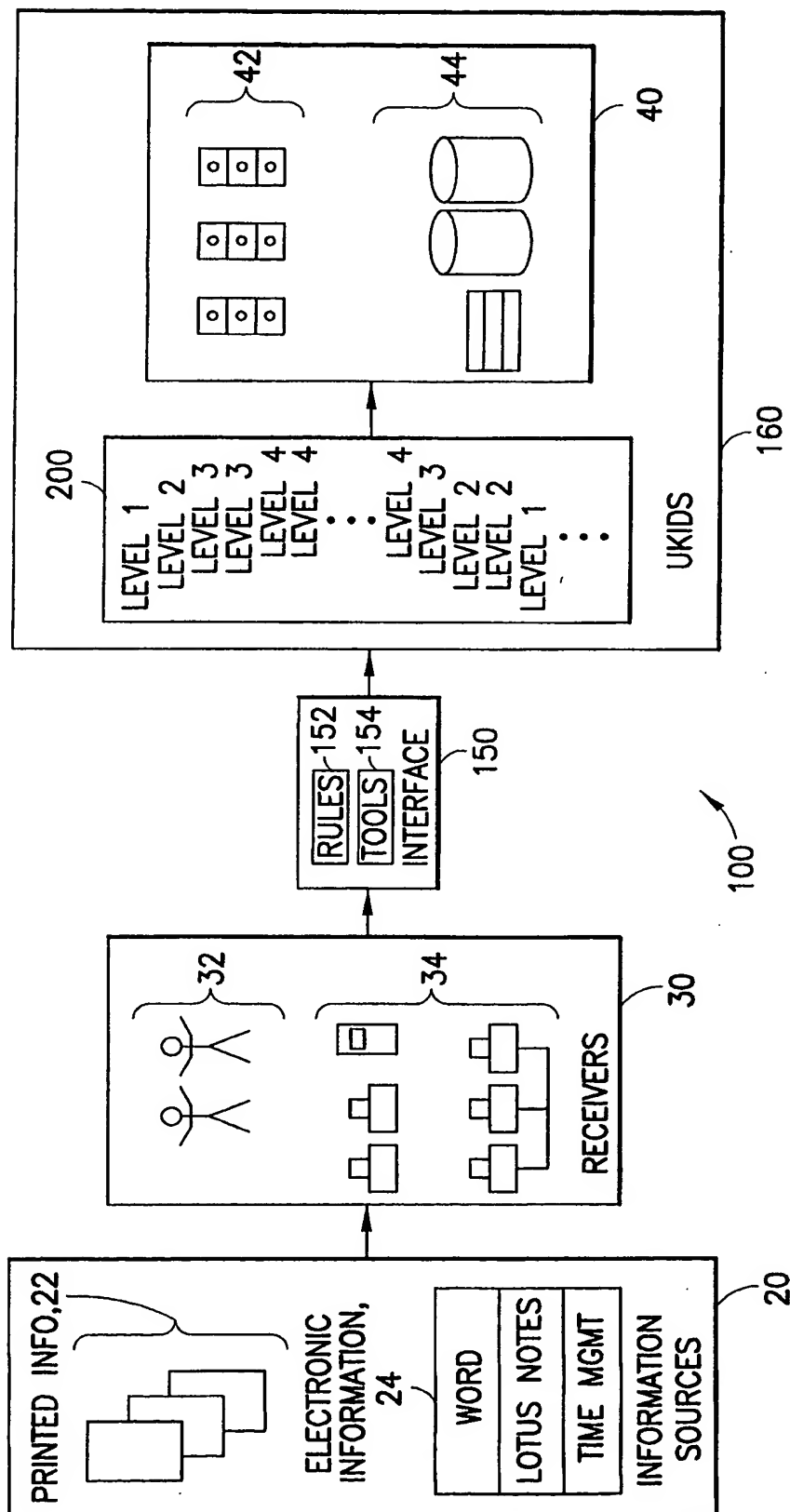


FIG.3

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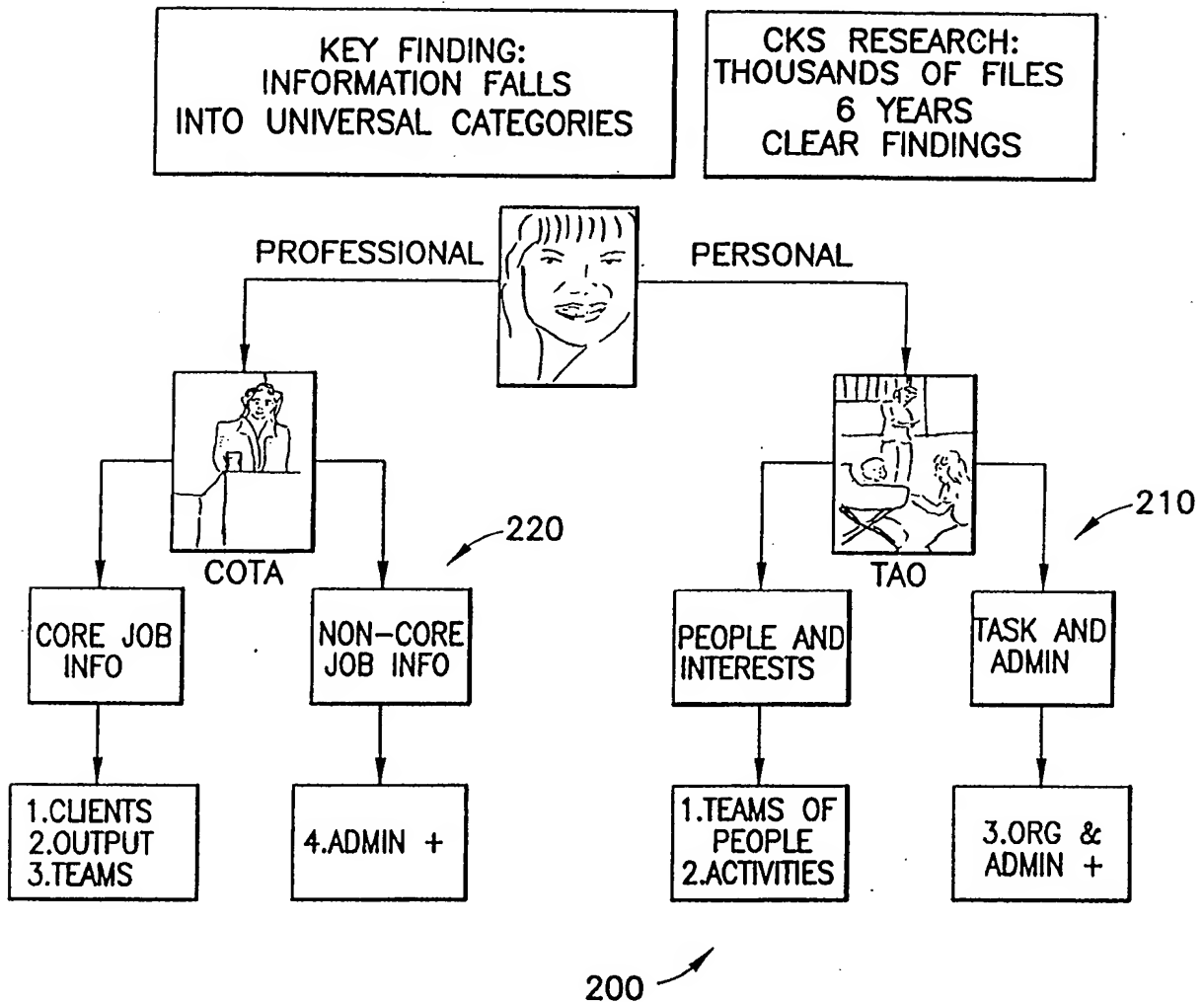


FIG.4

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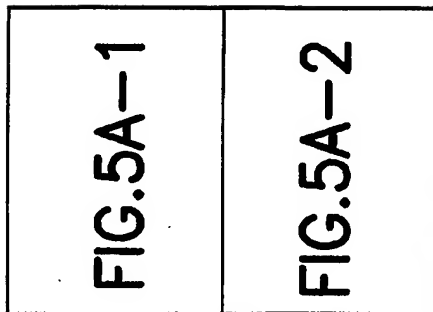


FIG. 5A

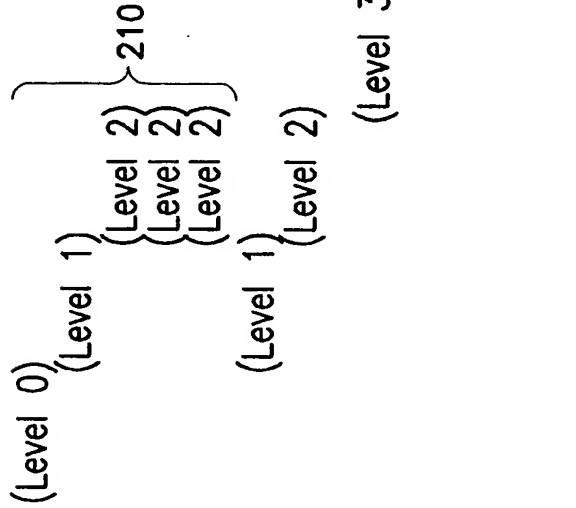
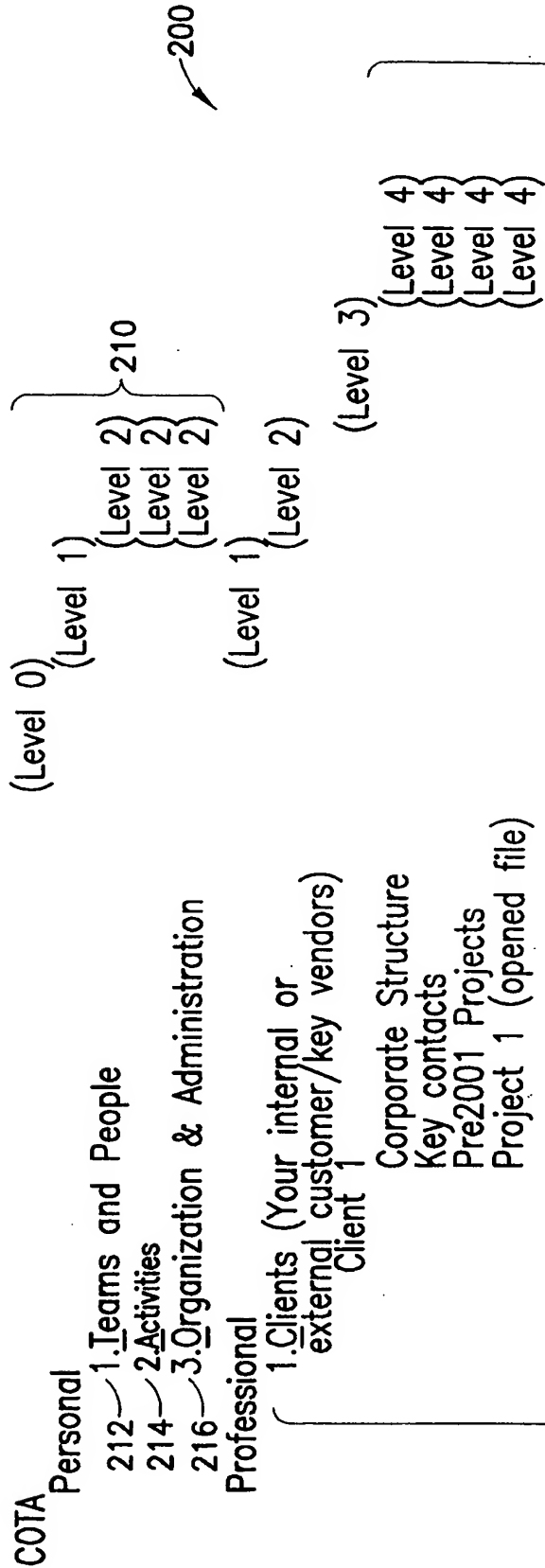


FIG. 5A--1



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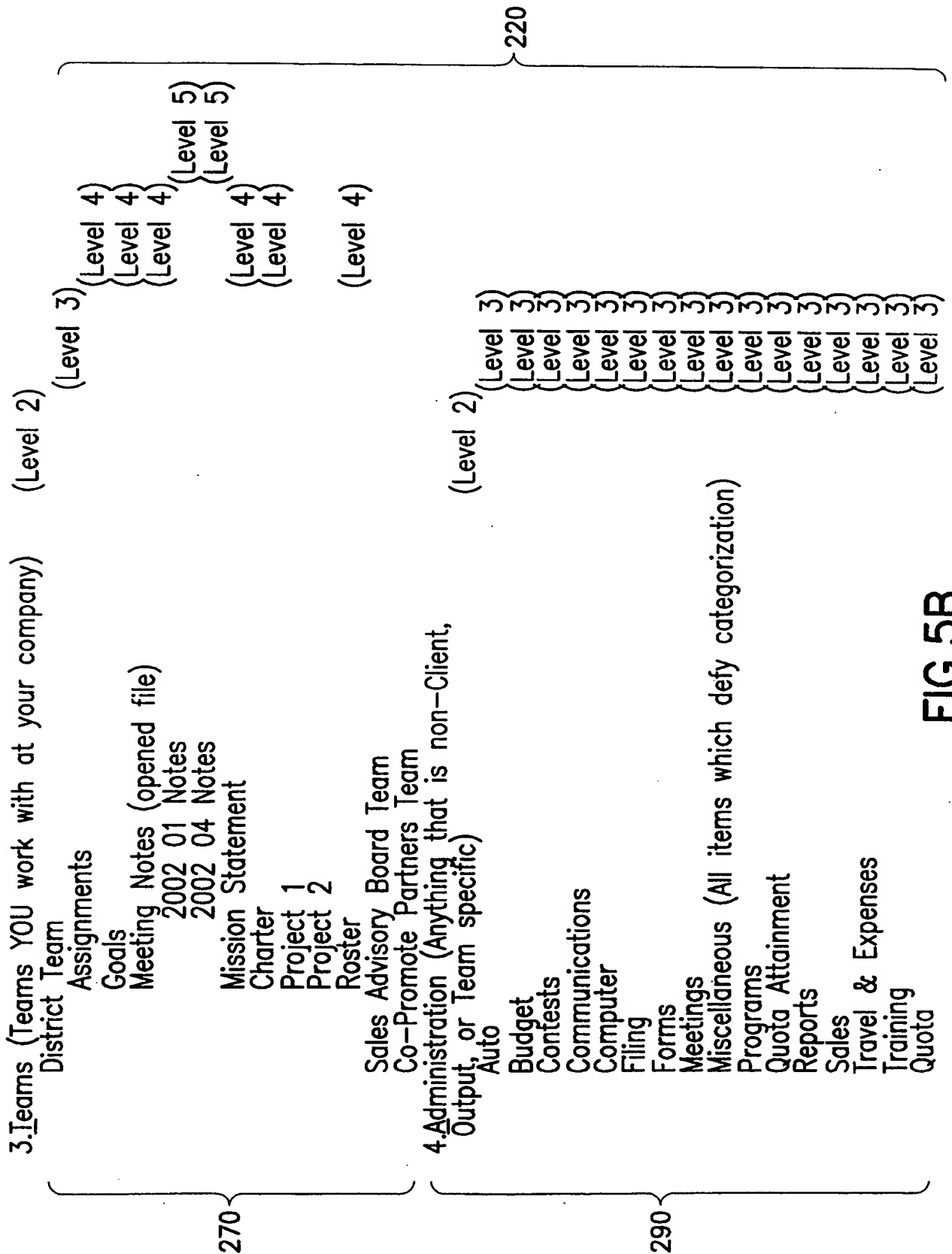


FIG.5B

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SCALEABLE

| GROUP | SALES DIV. | MARKETING DIV. | HR DIVISION | ADMIN. DIV. | INDIVIDUAL |
|---------------------------|--------------------------|------------------------------|------------------------------------|-----------------------------------|----------------------------|
| GLOBAL ENTERPRISE COTA | GLOBAL SALES COTA | GLOBAL MARKETING COTA | GLOBAL HUMAN RESOURCES COTA | GLOBAL ADMINISTRATION COTA | CEO COTA |
| GLOBAL BUSINESS UNIT COTA | SALES BUSINESS UNIT COTA | MARKETING BUSINESS UNIT COTA | HUMAN RESOURCES BUSINESS UNIT COTA | ADMINISTRATION BUSINESS UNIT COTA | VP COTA |
| GLOBAL DIVISION COTA | SALES DIVISION COTA | MARKETING DIVISION COTA | HUMAN RESOURCES DIVISION COTA | ADMINISTRATION DIVISION COTA | DIR. OF BUSINESS UNIT COTA |
| GLOBAL DEPARTMENT COTA | SALES DEPARTMENT COTA | MARKETING DEPARTMENT COTA | HUMAN RESOURCES DEPARTMENT COTA | ADMINISTRATION DEPARTMENT COTA | MIDDLE MANAGER COTA |
| GLOBAL TEAM COTA | SALES TEAM COTA | MARKETING TEAM COTA | HUMAN RESOURCES TEAM COTA | ADMINISTRATION TEAM COTA | TEAM MANAGER COTA |
| INDIVIDUAL COTA | SALES INDIVIDUAL COTA | MARKETING INDIVIDUAL COTA | HUMAN RESOURCES INDIVIDUAL COTA | ADMINISTRATION INDIVIDUAL COTA | INDIVIDUAL COTA |

300

310

320

330

340

350

UNIVERSAL

FIG.6

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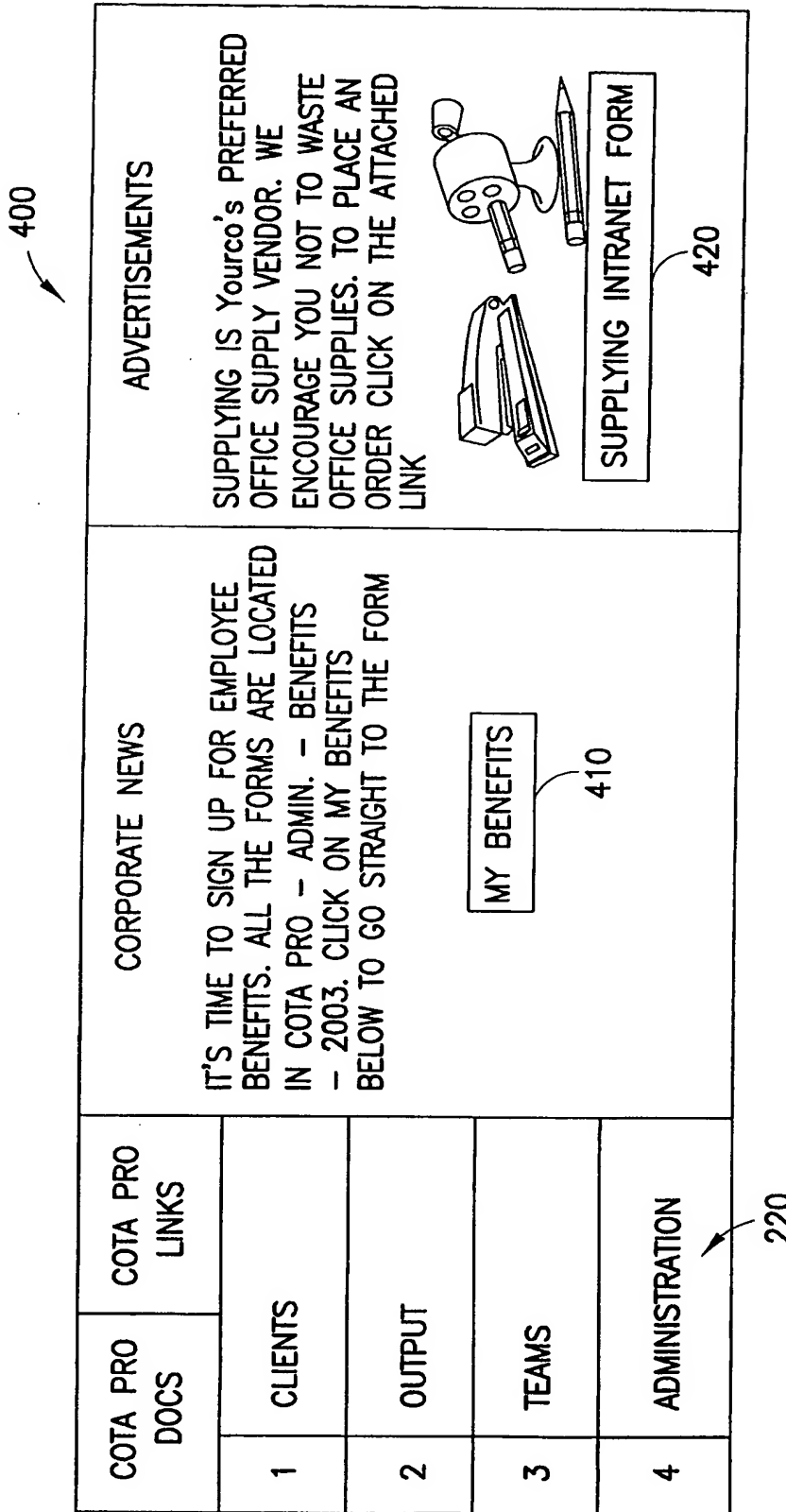


FIG.7

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002 11 Widget Pricing – Message (Rich Text)

File Edit View Insert Format Tools Actions Help

Arial 10 A B I U Options...

Send [Icons] ! ↓ ▼ [Icons] ?

To... adfafadfsacdf

Cc...

Subject: 002 11 Widget Pricing

Bill,
Here is the latest update on Widget Pricing.
Review and Store in COTA.

002 11 Widgets
Pricing 2003.do...
COTATarget Button

Click and Store

Title: 002 11 Widgets Pricing 2003
COTAPath: Output – Widget – Pricing

460







470

450

FIG.8

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| | SENDER | DOCUMENT DELIVERED | DELIVERY LOCATION | DOCUMENT |
|---|---|--|---|--|
| 1 | SALES ADMIN. |  TERRITORY COMPOSITION REPORTS | 1.CLIENT/GENERAL CLIENT INFORMATION/REPORTS | MONTHLY TERRITORY UPDATE REPORT NO MAJOR CHANGES |
| 2 | SALES ADMIN. |  003 04 NEW CAR POLICY COMING IN JUNE | 4.ADMIN/COMPANY CAR/NEW CAR POLICY | NEW CAR POLICY ONLY RELEVANT WHEN YOU HAVE OVER 50K MILES ON YOUR CAR |
| 3 | PUBLIC RELATIONS |  003 04 PRESS RELEASE ABC CEO .ms | 4.ADMIN/PR/CEO SPEECHES | OUR CEO'S POSITION ON WIDGETS AND THE ECONOMY |
| 4 | NEW ROSTER FOR SAN DIEGO DISTRICT |  ROBAT DOCUME | 3.TEAMS/DISTRICT TEAM/ROSTER UPDATE | SHERYL KELLY INFORMATION ADDED TO ROSTER |
| 5 | HR |  003 04 MD LIST FROM HR.msg | 4.ADMIN/HR/BENEFITS PLANS/MDs | 2 NEW DOCTORS AVAILABLE THROUGH OUR HEALTH PLAN |
| 6 | MARKETING |  003 04 COPY OF YESTERDAY'S PRESENTAT | 2. OUTPUT/WIDGETS/MARKETING PRESENTATIONS | COPY OF YESTERDAY'S PRESENTATION ON WIDGETS AND THE AMERICAN WAY OF LIFE |

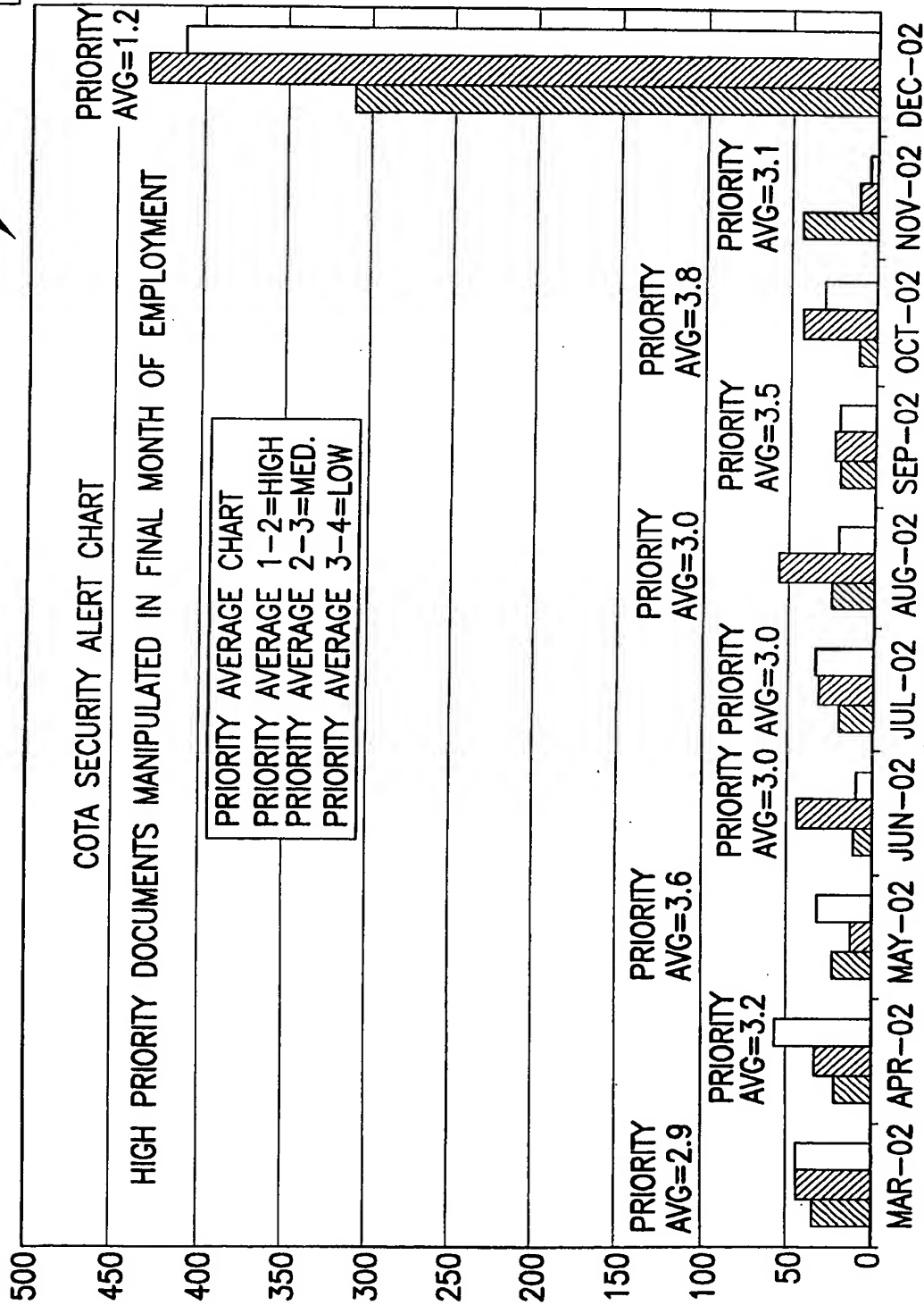
480

FIG.9

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FILES DELETED
 FILES COPIED
 FILES PRINTED

500



510

FIG.10

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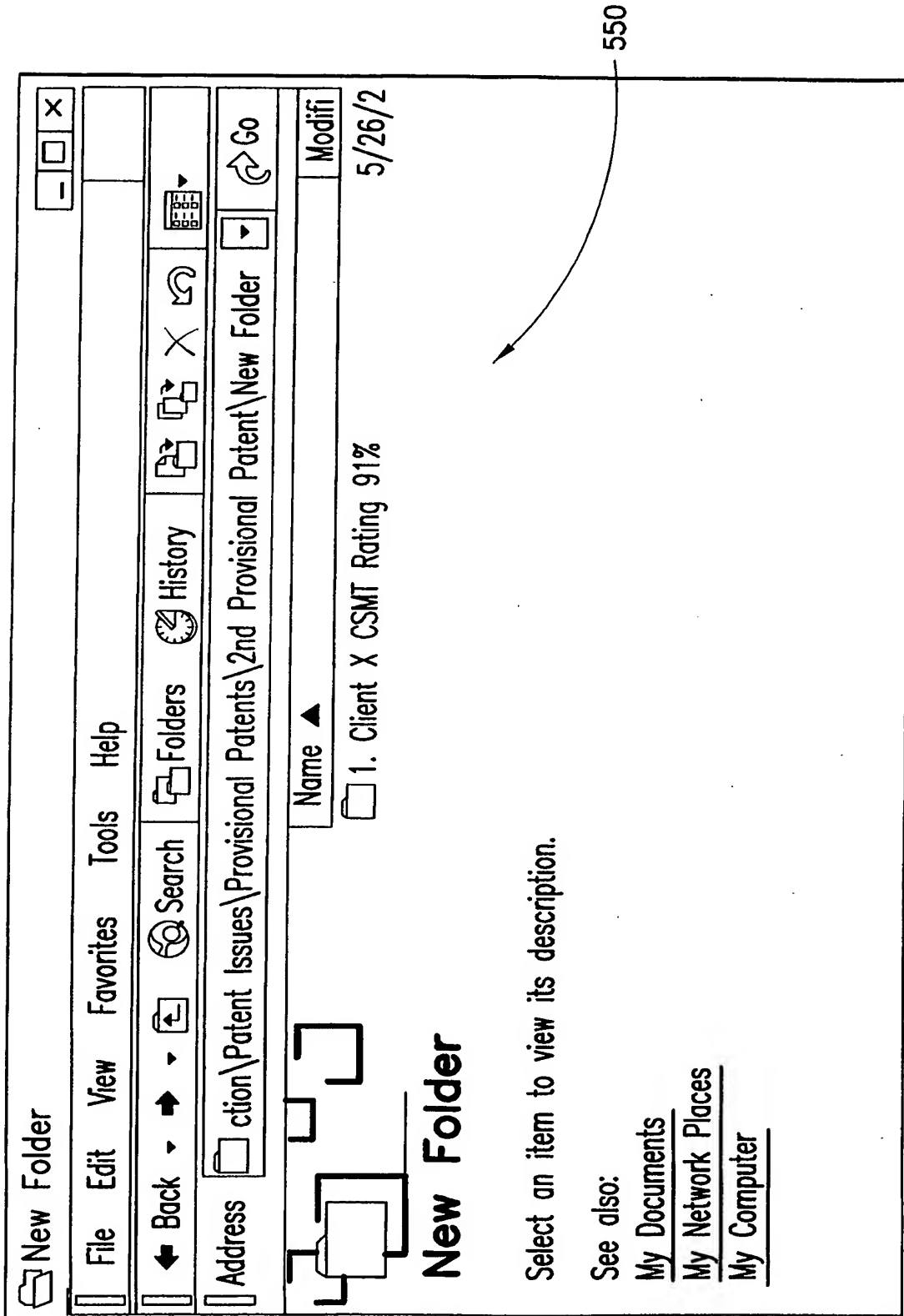


FIG.11

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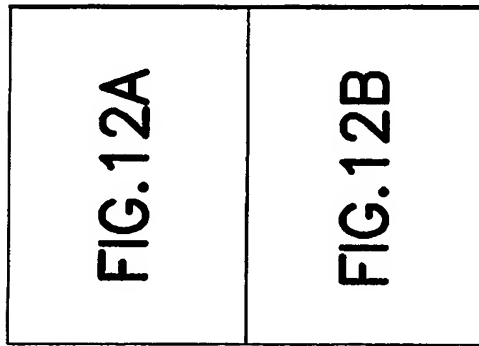
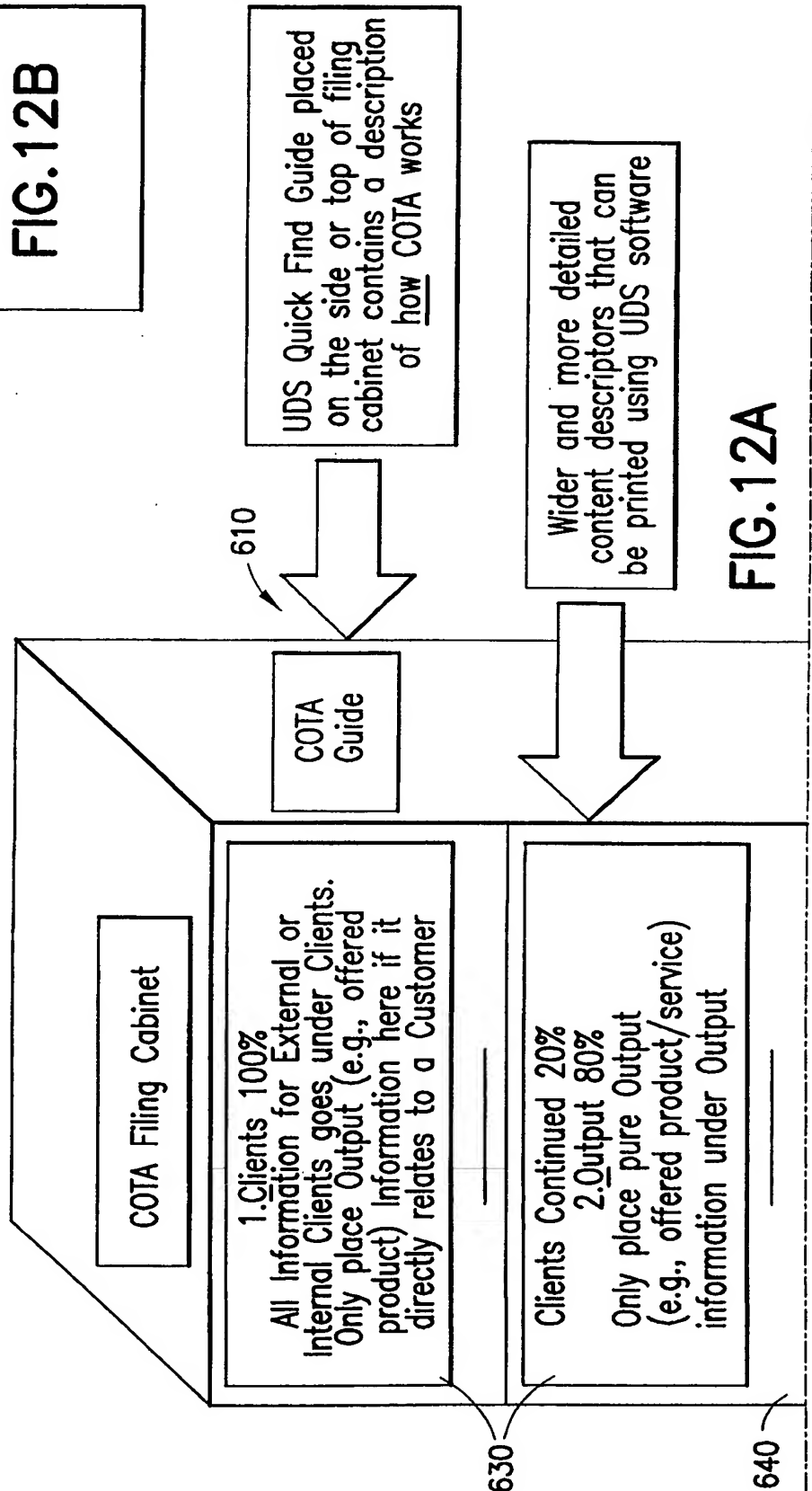


FIG. 12



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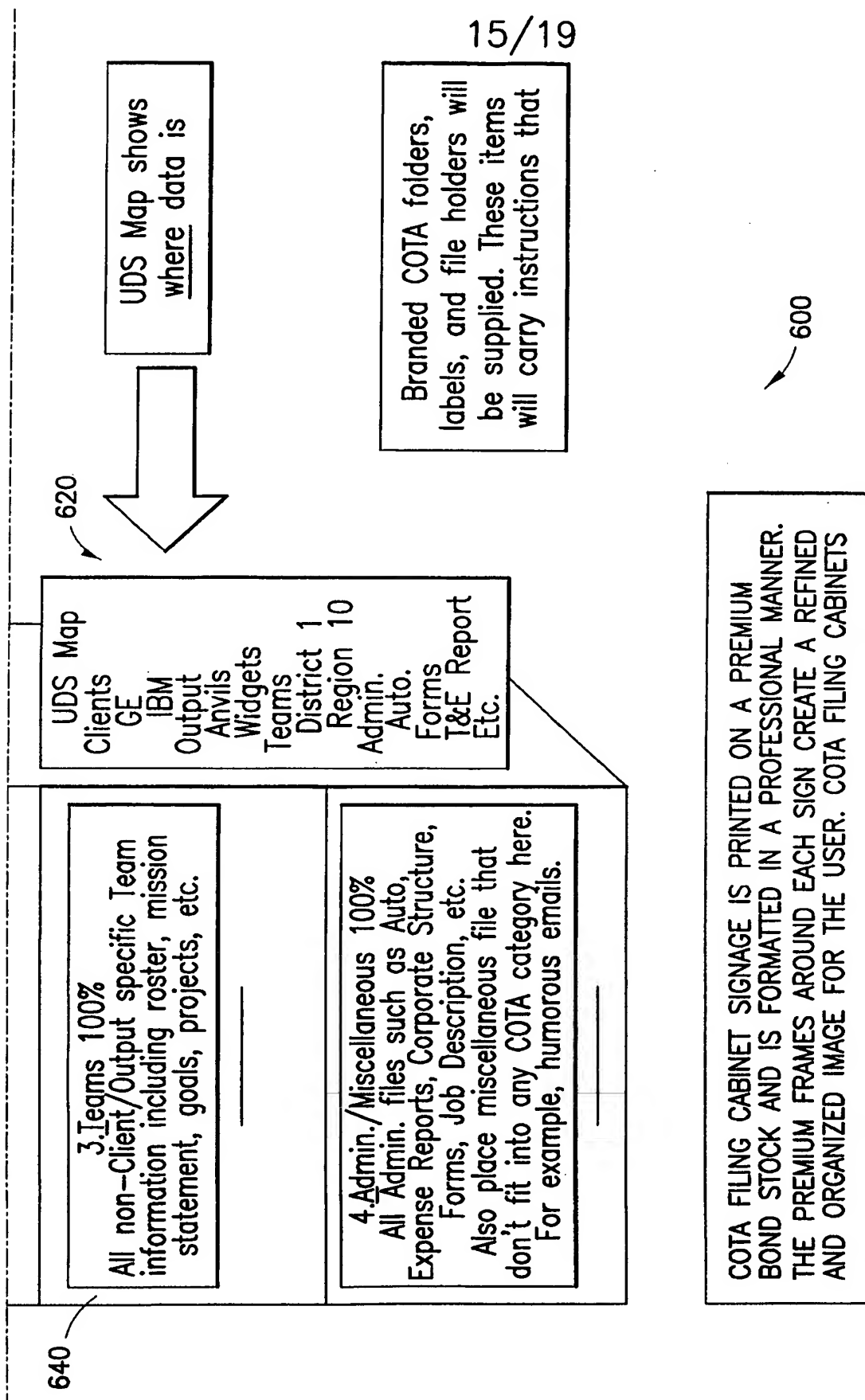


FIG.12B

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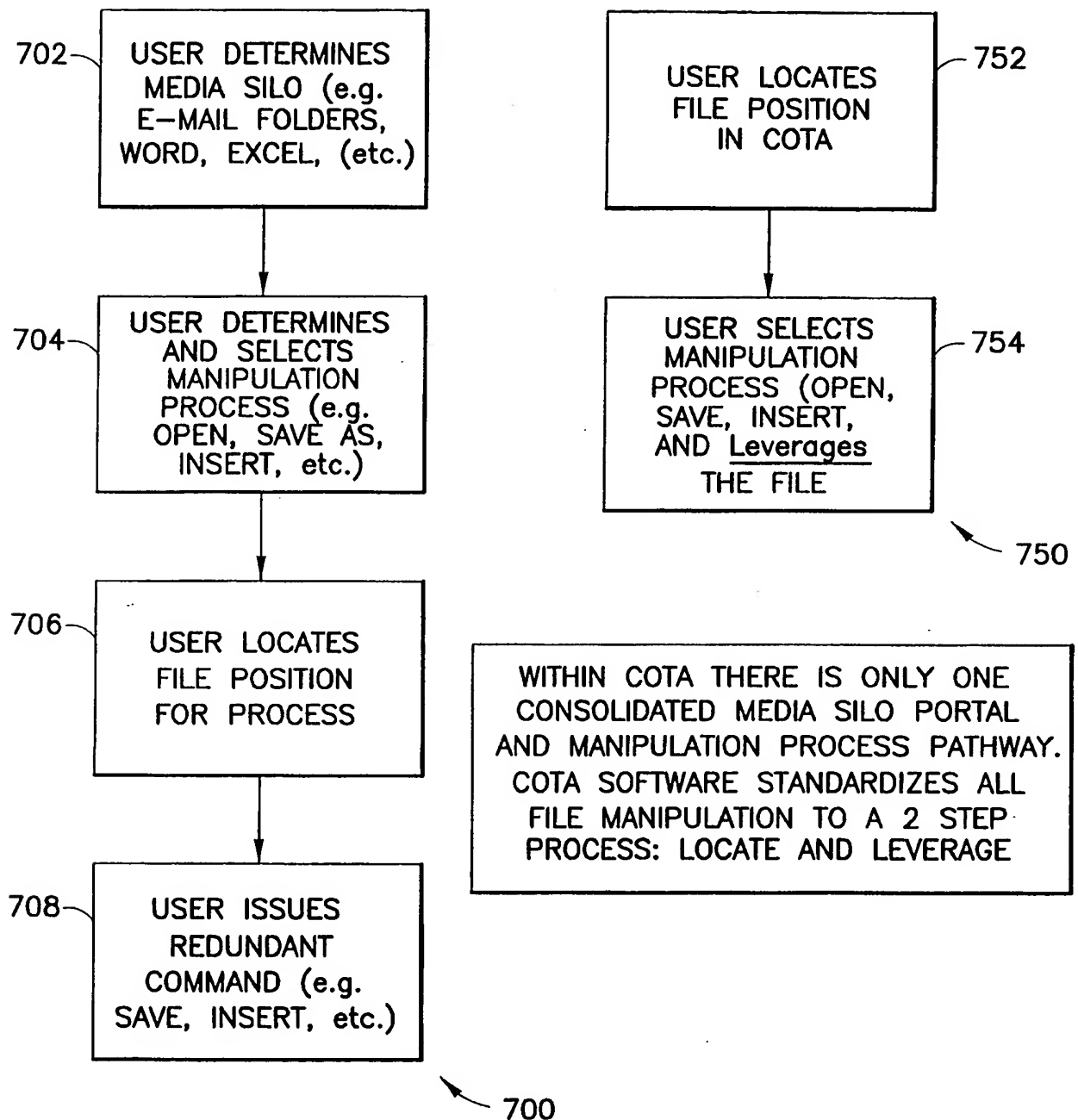
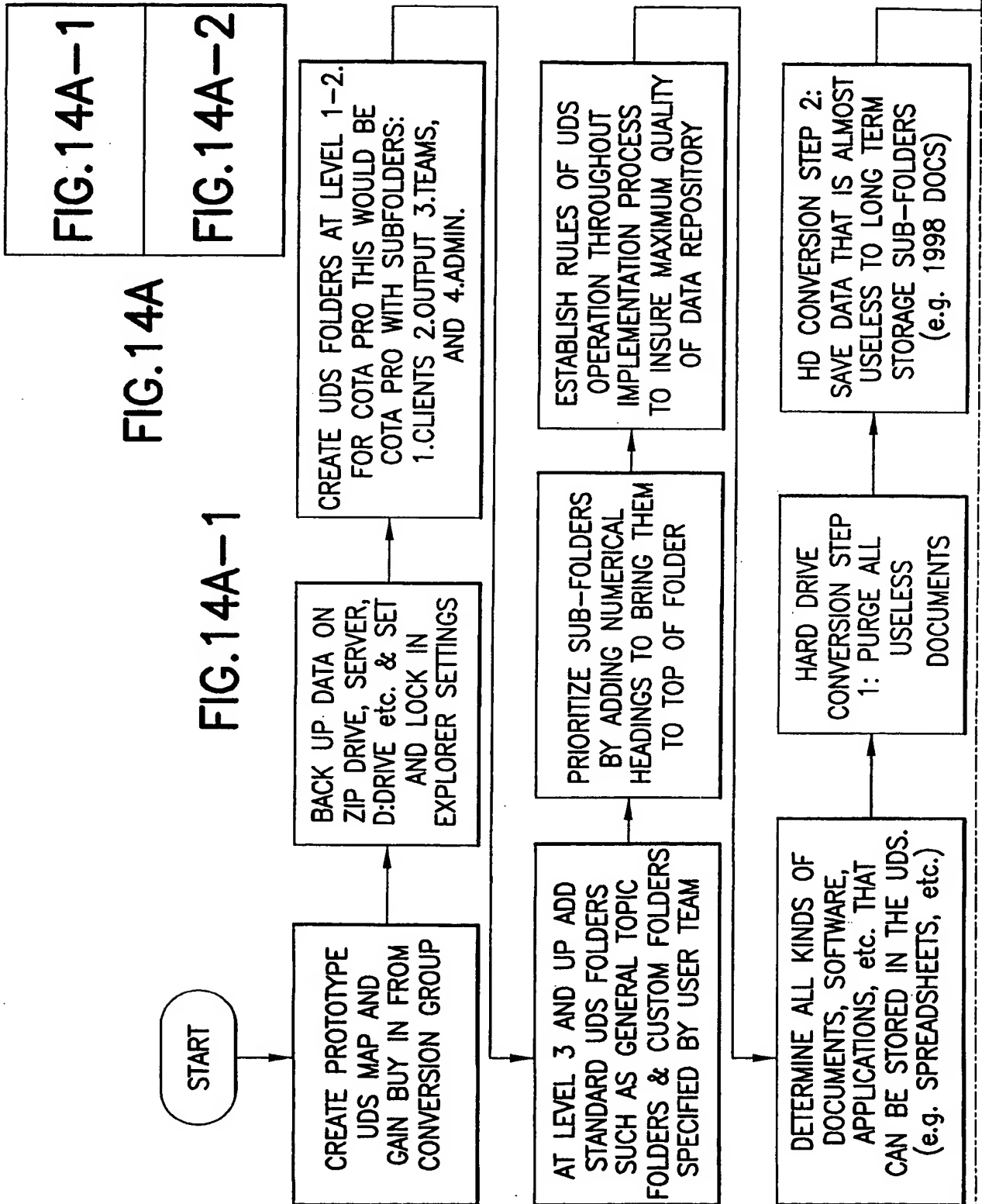
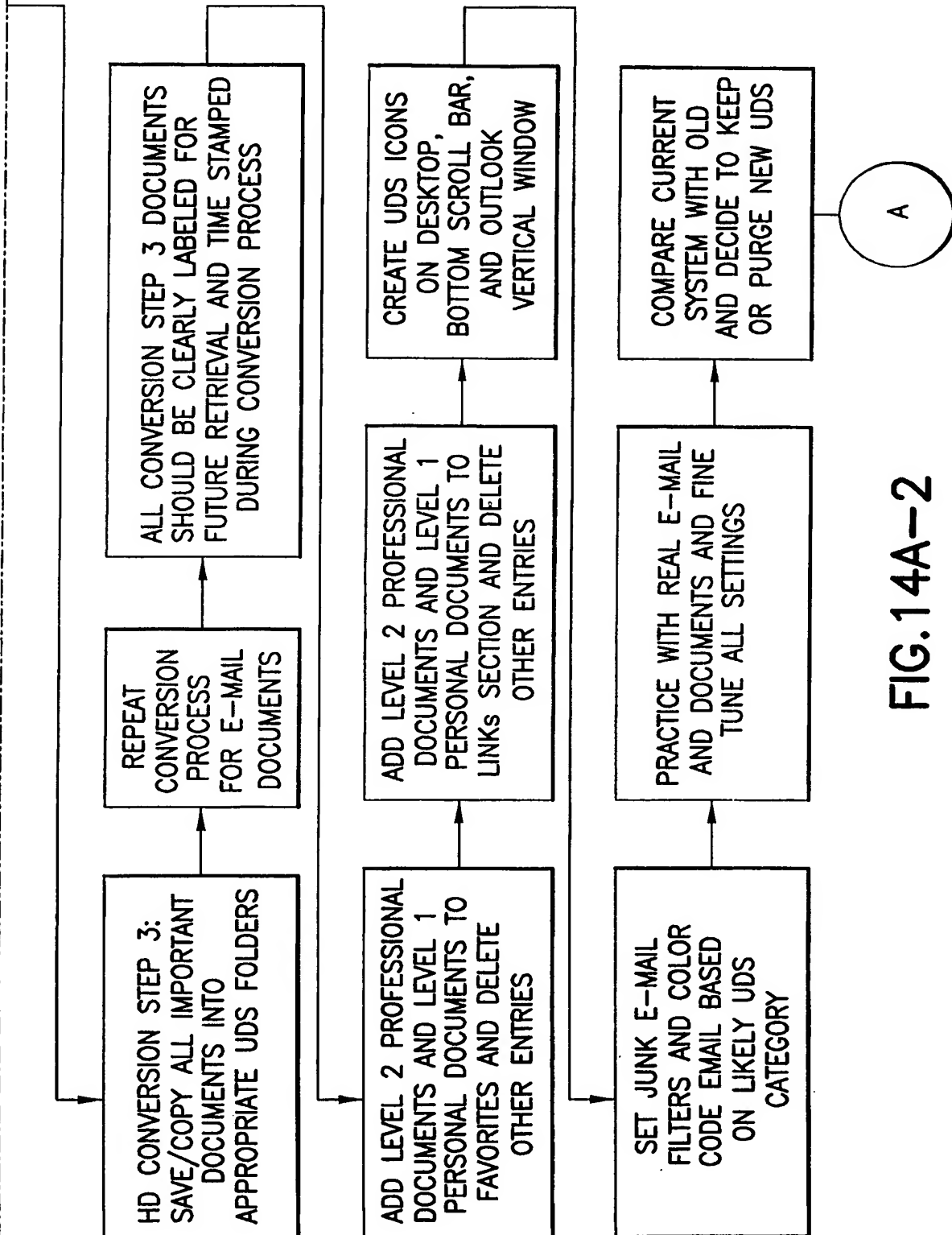


FIG.13

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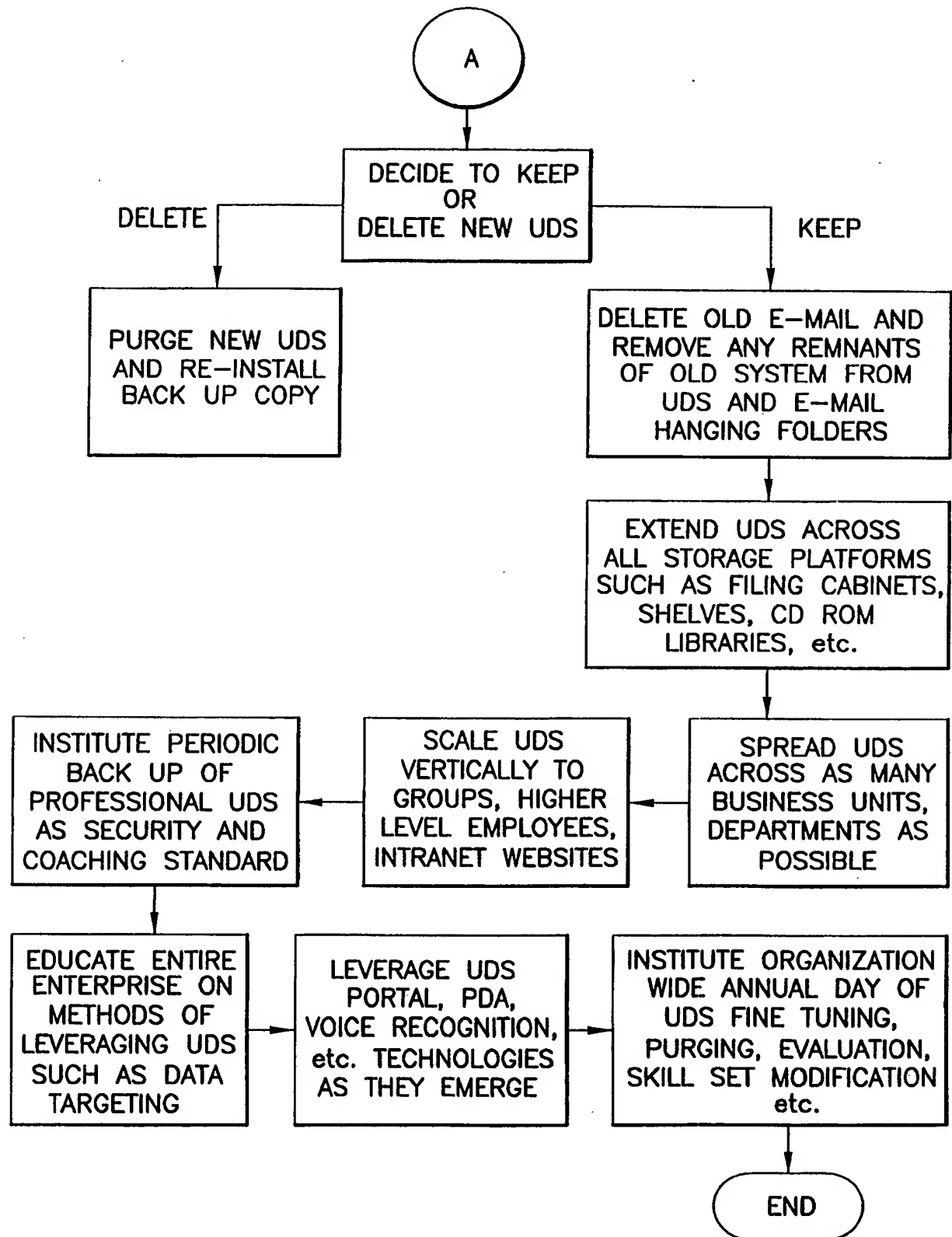


FIG. 14B